

CASE STUDY OPIOID CRISIS

Industry: Healthcare

Challenge: Implement a solution to support a novel SUD harm reduction program on Staten Island.

Impact: A drastic reduction in ER utilization and fatal overdoses for the engaged population.



THE CHALLENGE

The Hotspotting Program is a data-driven initiative led by the Staten Island Performing Provider System (SI PPS) in collaboration with nine local partners, including hospitals, community-based organizations, and the Richmond County District Attorney's Office.

Developed with support from MIT Sloan's Initiative for Health Systems Innovation, the program uses predictive algorithms to identify individuals at high risk for opioid overdose.

About the



The Staten Island Performing Provider System (SI PPS) is a collaborative network of clinical and social service organizations committed to improving healthcare quality for Medicaid and uninsured populations on Staten Island.

Established in 2014 through New York State's Delivery System Reform Incentive Payment (DSRIP) Program, SI PPS focuses on enhancing care coordination, reducing healthcare costs, and driving better health outcomes across the community.

600+

Clients
Engaged

77%

Fewer
Fatal Overdoses

36%

Fewer
Non-Fatal Overdoses

63%

Fewer
ER Visits



"These outcomes represent far more than just statistics - **they are a reflection of lives saved and families kept whole.** While overdose fatalities have decreased nationwide, the opioid crisis continues to devastate communities.

The Channels360[®] platform, alongside the dedicated team at Ready Computing, has been an invaluable partner in our efforts to reduce overdose deaths, providing essential tools for both intervention and prevention."

Ileana Costa

Program Director of the Hotspotting the Overdose Epidemic Program



The Solution

SI PPS partnered with Ready Computing to deploy Channels360®, a care-coordination platform that streamlines outreach, screenings, referrals, and reporting. In four years, Channels360® has supported over 60,000 health-related social needs screenings and closed-loop referrals across Staten Island.

For the Hotspotting Program, Channels360® delivered organization-specific workflows loaded with lists of high-risk residents, enabling teams to:

- Coordinate and track outreach
- Screen for unmet social needs and make service referrals
- Provide harm-reduction resources (naloxone, fentanyl test strips, sterile syringes) and link to MAT
- Collaborate with primary-care providers
- Monitor process and outcome metrics

The platform's **“no-wrong-door”** design lets partners transfer cases and data effortlessly, ensuring every high-risk individual is engaged by a familiar organization and connected to the right support.



The Results

Building on this success, The Staten Island PPS is expanding the program from 4 to 9 partners in Year 3, with additional growth planned for Year 4. This strategic expansion aims to extend the impact across New York City and further address the ongoing opioid public health crisis.



Client Impacts

98%

Received harm reduction services

100%

Were assigned a Certified Recovery Peer Advocate (CRPA) at intake

99%

Completed social care screenings, linking them to medical, behavioral, and social services